

**COMPANY VISION**

Expand the products range by developing new processes to improve profitability and our market position.

COMPANY MISSION

Our mission is to guarantee and improve the Quality and Safety of our products through the continuous evolution and innovation of production processes.

To improve everyone's perception and awareness of Customer care, making every employee participate in it, and becoming a partner of our Customers.

To meet this Mission, the Management of the I.MA. TEC is committed to pursuing a policy that places both internal and external Customers at the center of its activities.

The satisfaction of the external Customer is pursued by offering and adapting all processes to his needs detected and monitoring the achievement of the objectives agreed in the contractual phase.

OBJECTIVES

The main quality objectives of I.MA.TEC. are as follows:

- Increase the turnover for the sale of milled products according to Customer specifications.
- Increase the image and reputation on the market through the increase in the number of customers, the territorial expansion of the company and the entry into new market areas.
- Improve communication and marketing actions through the internet, trade fairs, B to B, etc.
- To ensure the satisfaction of stakeholders (owners, customers, employees, suppliers) through the achievement of budget targets, the constant reduction of the number of non-conformities and complaints, the high level of Customer satisfaction and with the stipulation of partnership agreements with suppliers.
- To provide products that meet the needs of the market and the demands of the Customers, comply with the requirements of the laws, regulations and standards in force and marketed at a cost that gives profit and at the same time allows competitive prices.
- To prevent and eliminate causes of non-compliance and customer complaints through a process of improvement over time.
- To Maintain the certification of the Company Management System by an accredited external body as recognition and tangible confirmation of the real efficiency of the Quality Management System.

All staff working at the departments and offices of I.MA.TEC. is aware of the company's objectives for Quality and Safety.

The Management of I.MA.TEC., ensures a total commitment to the achievement of the objectives thanks to the existing collaboration between all the collaborators directly and indirectly involved in the production and provision of services.

Settimo Milanese, 4 March 2024

Issued by: *Quality Manager*

Approved by: *Director*